

NOBU HOTEL

CHICAGO

ENHANCED CLEANLINESS AND SANITATION PLAN

At Nobu Hotels, the health and safety of our guests and team members is paramount.

We now find ourselves in a new world due to COVID-19. As we move forward and begin to welcome our guests and team members back to our hotels and restaurants, the journey will be further tailored with precautionary hygiene protocols directed by the local health organizations and government authorities within each of our destinations. You are our family; and we remain resolute in striving to continually provide to you, our Nobu guest experience through our heartfelt kokoro service.

At Nobu Hotel Chicago, we have implemented the following precautionary measures in accordance with the Center for Disease Control (CDC) and local and national health authorities:

1. TEAM MEMBER & GUEST HEALTH: The health, wellbeing and safety of our guests and team members is our number one priority.

Hand Sanitizer and Wipes: Antibacterial hand-sanitizing stations will be placed throughout the entrances of hotels, reception areas, elevators, fitness centers, meeting spaces and any other public areas where contact among guests or team members is possible.

Additional Signage: Signage has been placed throughout back-of-house and guest areas reminding guests and employees of important health and hygiene protocols such as the correct handwashing technique and practicing social distancing.

Minimal Contact: Guests and team members are advised through different channels in the hotels to minimize physical contact as much as possible, such as handshakes. Instead, they are encouraged to use the contactless greeting that we have implemented and will be promoting.

ENHANCED CLEANLINESS AND SANITATION PLAN 2

2. TEAM MEMBER PROTOCOLS: The following protocols apply to all hotel team members in every department.

Handwashing: We have reinforced with every team member to follow the correct handwashing techniques either every 60 minutes, or at the following times: using the restroom, sneezing, touching the face, contact with another individual, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. If a sink is unavailable, employees are instructed to use an alcohol-based sanitizer. This is enforced through close monitoring and documentation by supervisors.

Training: All team members have received comprehensive training on COVID-19 safety protocols; this includes training on identifying any flu or virus-associated symptoms among guests and follow a firm protocol to report to a medical official if needed. Additionally, team members will continue to receive training on global standards of sanitation set forth by third parties, such as Ecolab and NSF.

Team Member Health Checks: All team members will be closely monitored for any flu or virus-associated symptoms upon entering and exiting the hotel facilities on a daily basis, to include a temperature reading. If team members are feeling sick or experiencing any symptoms, they are instructed to stay home.

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Personal Protective Equipment (PPE): All team members will be required to wear the appropriate PPE based on their role and responsibilities and in adherence to government regulations and medical guidance. This includes authorized face masks and gloves.

3. **CLEANING PROTOCOLS AND SANITATION:** We use cleaning products such as Ecolab and Proctor and Gamble that are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Common Areas: We have increased the frequency of deep-cleaning and disinfecting of all common and public spaces (in addition to back of the house areas) with an emphasis on high-contact surfaces such as front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, handrails, tables, fitness equipment, dining surfaces seating areas, pool chairs and more.

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Guest Rooms:

- Extremely strict sanitizing protocols and world-recognized standards are used to clean guest rooms, with an emphasis on high-contact surfaces such as television, remote controls, phone, faucets, door, closet and drawer handles, curtains, light switches, air conditioning thermostats, balcony items, and more.
- Printed collateral such as menus or flyers will be eliminated from all guest rooms to reduce the risk of contamination—all hotel information will be accessible on the hotel's website.
- New protocols include minimization of team member interaction with guests inside the room, including servicing while the guest is not in the room.
- Air Conditioning and Filters: The frequency of air filter replacement and HVAC system cleaning has been increased.
- Laundry: All bed linen and laundry will be changed regularly and continue to be washed at a high temperature and in accordance with CDC guidelines.

4. **PHYSICAL DISTANCING:** Guests and team members are instructed to practice physical distancing by standing six feet away from other groups who are not traveling with them; this includes while standing in lines, waiting for elevators (including limited capacity), or walking throughout the hotel.

- Furniture Placement: The placement of furniture in common areas such as swimming pools, lobbies, and other public and back-of-house spaces have been rearranged to allow for increased spacing between guests and employees.
- Lines: All areas where guests or team members lineup will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, and dining outlets.
- F&B Outlets: Restaurants, bars and lounges will have reduced operations, hours, and offerings based on city ordinances.

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Concierge: Concierge services will be eliminated. Services will be available through the Guest Service team.

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Meetings & Events: Standard measurements in meeting and event layouts have been redesigned to ensure necessary physical distance between attendees. Self-serve buffet offerings will be eliminated from meetings.

5. GUEST EXPERIENCE: We have looked at every step of the guest journey and defined specific protocols for each aspect that will ensure the safety and wellbeing of our guests and team members, while maintaining the level of service that our guests have come to expect.

Check-in & Check-out:

- Luggage: Luggage items may be disinfected upon arrival at the discretion of the guests.
- Temperature Reading: Guest temperatures will be checked upon arrival via temperature scan.
- Anyone displaying a temperature over 38 °C/100.4 °F will be moved into a private area, and a second reading will be taken by hotel security personnel. Guests with elevated temperatures will not be permitted into the hotel.
- Keys: All room keys will be disinfected prior to providing these to guests.
- Registration Forms & Bills: Upon requesting guests to sign registration forms or bills, they will be handed a disinfected pen which will be immediately disinfected by staff. Disinfectant wipes will be available at the check-in desk.
- Passports/IDs & Credit Cards: As it is required to keep a copy of official ID/passport and a credit card on file, the scanner will be disinfected between each use.

Amenities:

- Fitness Center: Fitness center will be open at a limited capacity. Equipment and machines will be disinfected according to high standards of sanitation between each use. Signage along with disinfectant wipes will be placed to remind guests to sanitize their station after and before each use.
- Pool Area: Pool chairs will be cleaned between every use and spaced out to ensure appropriate physical distancing.

6. F&B SERVICE: We will continue to reinforce our internationally recognized methods of identifying and managing food safety related risk, including Hazard Analysis Critical Control Points (HACCP), and adhering to its strict global brand standards in addition to third-party standards such as NSF.

Buffet Service: Buffets will be eliminated from restaurants. Instead, these will be replaced with a-la-carte or grab and go options.

Menus: Restaurant menus will be available through a QR code and on one-time-use disposable handouts to minimize exposure and contact.

Room Service: Room service will be packaged accordingly and delivered directly to the door with no contact. Additional room service menu options will be added to enhance the in-room dining experience.

We have also ensured that our reservation and cancellation policies remain flexible and risk-free during this situation. Should you require further assistance please contact reservations at +1 312 940 1616. For more information about COVID-19, please visit the websites for Centers for Disease Control and World Health Organization.

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We greatly appreciate your desire to travel and look forward to welcoming you soon to Nobu Hotel Chicago. Safe travels!